



IMPACT

Account Manager

The small print...



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Impact is looking for a superstar candidate who is excited by the opportunity to join our Account Management team and to develop and grow with us.

Account Managers manage, retain and grow accounts profitably through excellent customer service and relationship management. Supported by robust commercial strategies, meticulous project scoping and planning, first class solution delivery and evaluation.

They are proud of their team, the value they add to the business and are excited about the future direction of both the function and the key part they play in the success of Impact's 2020 strategy.

Key attributes – what we are looking for in an Account Manager

- High level competence in project management, scoping formats and contracting
- Commercial awareness and profit mind-set
- Establishing trust and building strong relationships with colleagues and clients
- Service-orientated, ensuring that client feels confident of their decisions
- Understanding of organisation and business marketplace
- An understanding of Impact's core strengths, products and solutions
- Creative and high quality production of documents
- High level influencing and negotiation skills
- Excellent communication, networking and presentation skills
- Evidence of tenacity and ability to achieve challenging performance goals, to manage complex projects and work to tight deadlines under pressure
- A passion for people development and for Impact's innovative approaches
- Robust, meticulous, professional planning
- An openness to feedback and a drive to improve

Key Responsibilities

- Seeking out new sales opportunities, sourcing and managing referrals
- Ownership of commercials P/L
- Building strong trusted advisor relationships with clients
- Accountable for the project plan
- Accountable for operational excellence including customer service, quality and profitability
- MSA Re-contracting/commercial negotiation if scope changes
- Management reporting on agreed data points
- Leadership of the client service team (CST)
- Accountable for resource utilisation
- Bringing client insight to the solution
- Sharing best practice, market intelligence and organisational learning internally
- Seeking out opportunities to consistently develop personal skills and knowledge

Success Criteria

- Well managed Account Management portfolio - dependent of experience
- Resource optimisation/utilisation
- To manage account profitability
- Account strategies managed and executed to achieve retention and growth
- Clear evaluation and business ROI for all accounts
- Evidence of successful strategies to ensure profitable work
- Trusted advisor relationships, great results and excellent client service
- Outstanding customer satisfaction feedback from clients
- Awards and case studies for marketing purposes
- Referrals across and within global accounts
- Team satisfaction feedback from CSTs

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Here's some stuff we're brilliant at:

- the money part – salary is negotiable and competitive (depending on experience). Profit share, bonus scheme and non-contributory pension scheme are all in there too.
- we're a Great Place to Work® – it's official!
- wellbeing – health care scheme available to all
- inspiring and developing – we have a tailored induction process and lots of opportunities (internally, as part of the Impact Academy, and externally) to learn, develop and progress in your career
- celebrating successes – no matter how great or small
- caring for each other – we always have each other's backs
- finding opportunities to support our local communities around the world
- adventure and fun – where else would you celebrate the biggest mistake of the year with a trophy and an awards ceremony?!

Would you like to join our team?

We'd love to hear from you if you like the sound of us
and you think we'll like the sound of you!

Apply via our website

